

## AMENDMENTS TO THE CLAIMS

This listing of claims replaces all prior versions and listings of claims in the application:

### Listing of Claims:

1. (Currently amended) A method of ~~responding~~ retrieving responses to a received message, the method comprising:

analyzing content of a received message;

~~selecting to select which of a plurality of predefined one or more categories in a~~  
categorization scheme such that each of the selected one or more categories relates to the content  
of the received message, each predefined selected category having response information linked  
thereto;

if a first of a plurality of predefined computer-executable response modules is executed  
during performance of a first business process step, executing the first module by retrieving from  
electronic data storage using at least a first part of the response information linked to the selected  
category and using the retrieved response information to perform the first business process step;  
and

if a second of the plurality of predefined computer-executable response modules is  
executed during performance of a second business process step, executing the second module by  
retrieving from electronic data storage using at least a second part of the response information  
linked to the selected category and using the retrieved response information to perform the  
second business process step,

wherein the first and second business process steps are different steps of a business  
process.

2. (Original) The method of claim 1, wherein executing one of the first and second modules involves displaying suggested response message content on a display device, the suggested content being included in the linked response information.

3. (Original) The method of claim 2, wherein the suggested content includes at least one document.
4. (Original) The method of claim 2, wherein the suggested content includes at least one response template.
5. (Currently amended) The method of claim 2 [[1]], wherein execution further involves receiving user commands to send a response message with the suggested content.
6. (Original) The method of claim 5, wherein execution involves executing a message routing instruction that routes the received electronic message to a user's email account, the message routing instruction being included in the linked response information.
7. (Original) The method of claim 1, wherein execution involves executing a message routing instruction that routes the received electronic message to a user's incoming electronic message account, the message routing instruction being included in the linked response information.
8. (Currently amended) The method of claim 7, wherein the user's incoming electronic message account [[is that]] comprises an electronic message account of an expert.
9. (Original) The method of claim 1, wherein the first module is one that produces a response message, and the second module is one that executes a procedure other than producing a response message.
10. (Original) The method of claim 9, wherein the first part is an auto-response.

11. (Original) The method of claim 9, wherein the first part involves suggested content.
12. (Original) The method of claim 9, wherein the other procedure is service related.
13. (Original) The method of claim 12, wherein the service-related procedure involves scheduling a service order.
14. (Original) The method of claim 1 wherein the first and second parts of the linked response information are different.
15. (Original) The method of claim 1 wherein the received message comprises an email.

16. (Currently amended) A computer program product ~~tangibly~~ embodied in storage device ~~an information carrier~~, the computer program product containing instructions that, when executed, cause a processor to perform operations to respond to a received electronic message, the operations comprising:

analyze content of a received electronic message;

[[to]] select one or more ~~which of a plurality of predefined~~ categories in a categorization scheme such that each of the selected categories relates to the content of the received electronic message, each predefined selected category having response information linked thereto;

if a first of a plurality of predefined computer-executable response modules is executed to perform a first business process step, execute the first module by retrieving from electronic data storage using at least a first part of the response information linked to the selected category and using the retrieved response information to perform the first business process step; and

if a second of the plurality of predefined computer-executable response modules is executed to perform a first business process step, execute the second module by retrieving from electronic data storage and using at least a second part of the response information linked to the selected category to perform the first business process step

wherein the first and second business process steps are different steps of a business process.

17. (Currently amended) A method of performing multiple steps in an Interaction Center (IC) business process, the method comprising:

receiving an email, ~~the content of which~~ having content that relates to one of a plurality of predetermined categories in a categorization scheme, each predetermined category having business objects linked thereto;

selecting ~~[[a]]~~ one or more categories ~~category~~ from among the plurality of predetermined categories;

receiving user input that identifies which of a plurality of response procedure modules are to be executed in response to the received email;

if an email editor module is executed, using a response template selected from among the business objects linked to the selected category; and

if an ERMS (e-mail response management system) module is executed, suggesting at least one business object linked to the selected category, the suggested business object including at least one of a quick solution document and an expert selected from among the business objects linked to the selected category.

18. (Currently amended) The method of claim 17, wherein executing one of the ~~first and second~~ email editor and ERMS modules involves displaying suggested response message content on a display device, the suggested content being included in the linked response information.